SDDC

Military Surface Deployment and Distribution Command

Defense Personal Property Program

2009 National Relocation Conference
May 15, 2009

Agenda

- Background
- TOPS vs. DPS
- CSS
- Counseling
- FRV
- Claims
- DPS
- Questions

Background

- Pilots conducted 97-01
- USTRANSCOM evaluated results Jun 02
- Full Replacement Value (FRV) Act Nov 03
- National Defense Authorization Act 07
  - FRV effective in all markets Mar 08
- Rolled out to initial sites Nov 08
- Approved for all sites Feb 09

TOPS vs. DPS

TOPS

- Awards based on low rate
- Decentralized, and in some cases, manual processing
- Independent/inefficient claims process
- Little In Transit Visibility

DPS

- Quality of Service included in award determinations **(CSS)**
- Global, centralized, intuitive, web-based, end-to-end solution and interface
- Streamlines the claims process
- Improves visibility of personal property shipment

Customer Satisfaction (CSS)

VERY IMPORTANT!

Cornerstone of the Program

- Score effects future shipments awards
- 12 questions on line
- Automatic Reminders 7,14, and 21 days after delivery
- Complete within 1 year of delivery
- Destination contact information (email and phone) needed

CSS (cont*)

1. Evaluate the service provided by the Government's origin Personal Property Office that assisted you with making the arrangements for your personal property shipment (i.e. initial contact, ease in contact, appointment availability, customer service, counseling, answering questions, etc.).

o Excellent (60 pts)

o Good (45 pts)

o Satisfactory (30 pts)

o Poor (15 pts)

o Unsatisfactory (0 pts)

2. Evaluate how well the personal property shipment pick-up date arranged by the Government's origin Personal Property Office met your requirements.

o Excellent (20 pts)

o Good (15 pts)

o Satisfactory (10 pts)

o Poor (5 pts)

o Unsatisfactory (0 pts)

3. Evaluate how well the personal property shipment delivery date arranged by the Government's origin Personal Property Office met your requirements.

o Excellent (20 pts)

o Good (15 pts)

o Satisfactory (10 pts)

o Poor (5 pts)

o Unsatisfactory (0 pts)

CSS (*)

4. Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew:

o Excellent (12 pts)

o Good (9 pts)

o Satisfactory (6 pts)

o Poor (3 pts)

o Unsatisfactory (0 pts)

5. Evaluate services provided at origin such as the care, courtesy, and attitude of the loading crew:

o Excellent (12 pts)

o Good (9 pts)

o Satisfactory (6 pts)

o Poor (3 pts)

o Unsatisfactory (0 pts)

6. Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Provider (mover).

o Excellent (12 pts)

o Good (9 pts)

o Satisfactory (6 pts)

o Poor (3 pts)

o Unsatisfactory (0 pts)

CSS (*)

7. Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking.

o Excellent (12 pts)

o Good (9 pts)

o Satisfactory (6 pts)

o Poor (3 pts)

o Unsatisfactory (0 pts)

8. Evaluate how satisfied you were with the timeliness of the delivery of your personal property by the Transportation Provider (mover).

o Excellent (12 pts)

o Good (9 pts)

o Satisfactory (6 pts)

o Poor (3 pts)

o Unsatisfactory (0 pts)

9. Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, including any follow-up

o Excellent (40 pts)

o Good (30 pts)

o Satisfactory (20 pts)

o Poor (10 pts)

o Unsatisfactory (0 pts)

CSS (*)

10. Evaluate how satisfied you were with the destination Personal Property Office that may have assisted you in arranging the delivery of your household goods (i.e. initial contact, ease in contact, customer service, answering questions, etc.). If you were not in contact with, or did not use the destination Personal Property Office, please answer Not Applicable

o Excellent (100 pts)

o Good (75 pts)

o Satisfactory (50 pts)

o Poor (25 pts)

o Unsatisfactory (0 pts)

o Not Applicable

11. Did your command allow you enough time at origin and destination to schedule and coordinate your move?

o Yes

o No

12. Do you plan to file a claim for loss or damage?

o Yes

o No

Way Ahead with CSS

- CSS Pamphlet updated and available on the SDDC website (Link at http://www.sddc.army.mil/sddc/Content/Pub/45785//dp3%20css%20pamphlet%204-16-09.pdf)
- Reminder mail language in DPS to be updated in next release of DPS (15 May 09)
- CSS Instructional Video in production and will be posted on the SDDC website
- Multiple articles to be published in base papers, journals, etc.

CSS Pamphlet

Defense Personal Property Program (DP3)

A new DOD program focused on improving the quality of life for our servicemembers, civilians, and their families through improved household goods moves by providing the following:

- Online claims filing and direct claims settlement between member/employees and the Transportation Service Providers (TSP)
- Full Replacement Value for damaged/lost household goods
- Best value acquisition of transportation services by awarding shipments based on member and employee feedback
- Electronic, web-based Customer Satisfaction Surveys (CSS)

IS THE CSS JUST ANOTHER SURVEY?

It is important for the Servicemembers/DOD Employees to complete the survey to help improve performance and provide maximum customer benefit.

Survey results help determine which TSPs are used to move your personal property in the future. Your feedback is used to select the best TSP for DOD use.

HOW SOON SHOULD THE CSS BE COMPLETED?

Servicemembers/DOD employees are encouraged to complete their CSS within 7 days after receiving shipment of their personal property.

If the CSS is not completed within 7 days of shipment delivery, reminder e-mails will be sent to the member/employee 7, 14, and 21 days after the shipment is marked as delivered.

Need Customer Satisfaction Survey Help?

If your shipment did not move via DPS…and/or to complete your CSS over the phone call 1-800-462-2176 or DSN 770-7332 option 7

NOTE: Have your CSS password available. If you do not have a CSS password, please e-mail the address listed below to request one.

General CSS Questions: sddc.safb.css@us.army.mil

Evaluate Your Movers

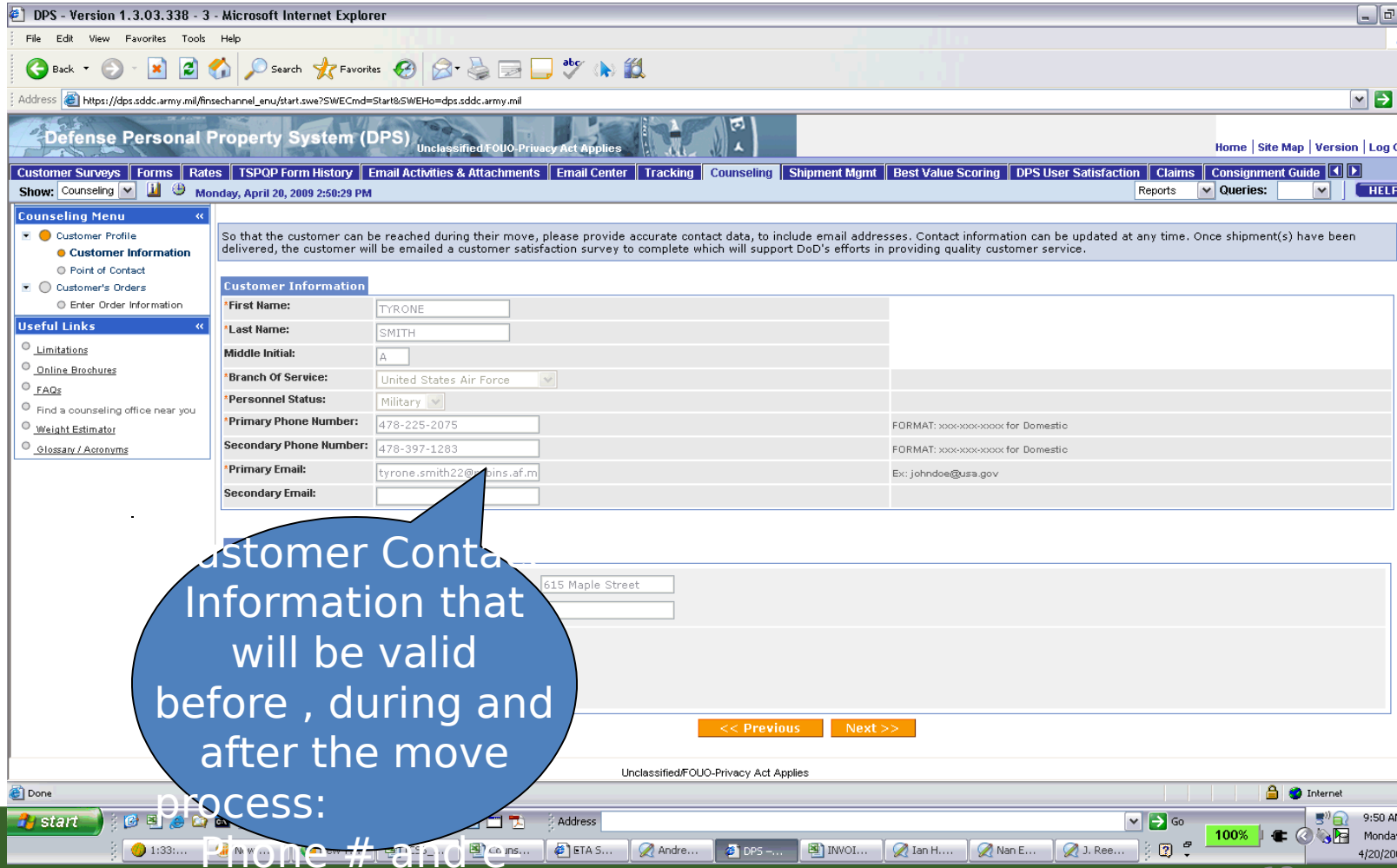
Defense Personal Property Program Customer Satisfaction Survey (CSS)

dp3 DEFENSE PERSONAL PROPERTY PROGRAM

Counseling

- Counseling can occur
  - Face to face counseling session at any PPSO/PPPO location, or
  - DPS on-line
- **Important !**
  - **Customer contact information at destination (email and phone number)**
  - **Complete CSS within 1 year from date of delivery**
  - **Understand FRV benefits**

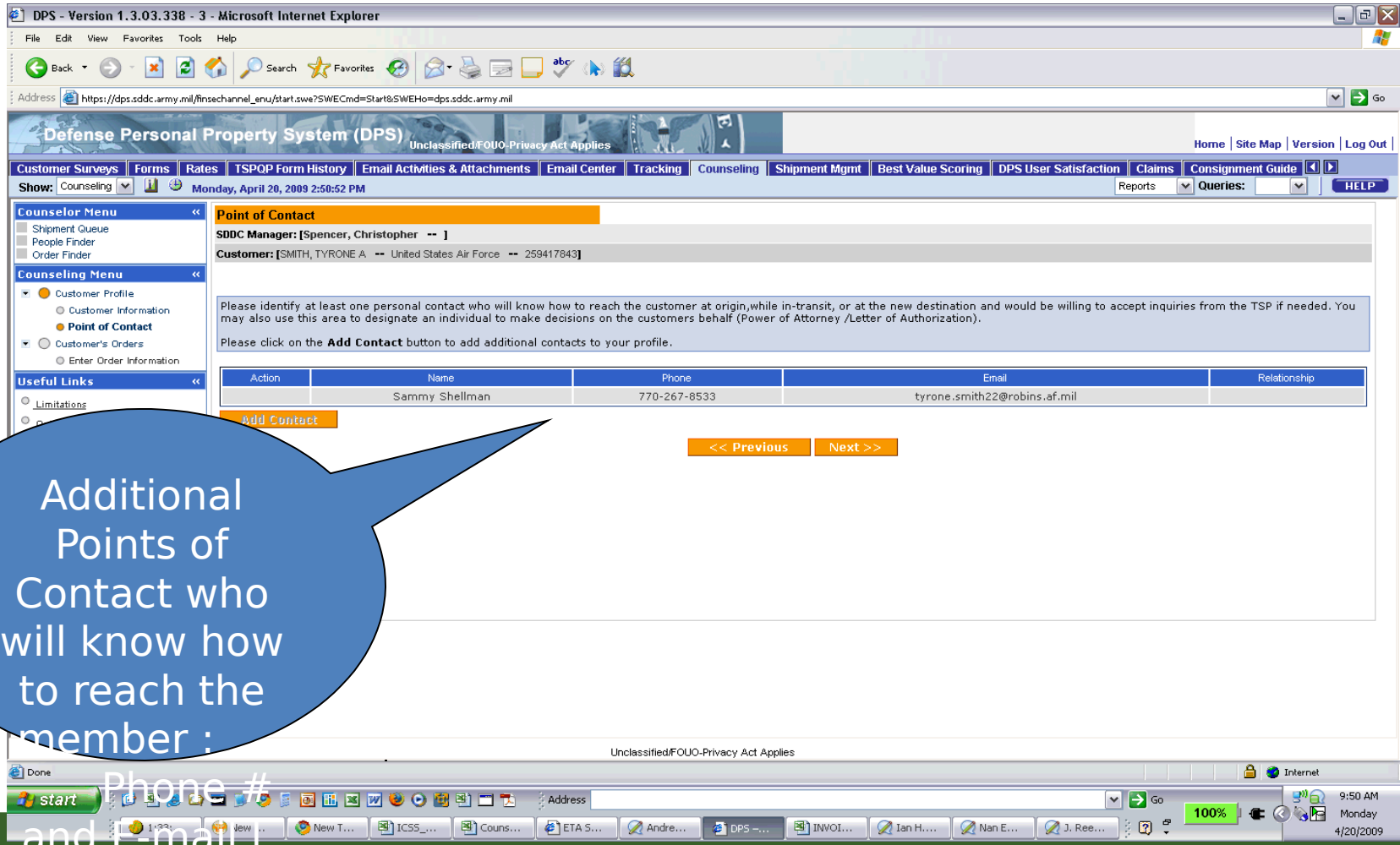
Counseling


DPS - Version 1.3.03.338 - 3 - Microsoft Internet Explorer
Defense Personal Property System (DPS)
Unclassified/FOUO-Privacy Act Applies
Customer Surveys | Forms | Rates | TSPQP Form History | Email Activities & Attachments | Email Center | Tracking | Counseling | Shipment Mgmt | Best Value Scoring | DPS User Satisfaction | Claims | Consignment Guide
Monday, April 20, 2009 2:50:29 PM
Counseling Menu
Customer Profile
Customer Information
Point of Contact
Customer's Orders
Enter Order Information
Useful Links
Limitations
Online Brochures
FAQs
Find a counseling office near you
Weight Estimator
Glossary / Acronyms
So that the customer can be reached during their move, please provide accurate contact data, to include email addresses. Contact information can be updated at any time. Once shipment(s) have been delivered, the customer will be emailed a customer satisfaction survey to complete which will support DoD's efforts in providing quality customer service.
Customer Information
*First Name: TYRONE
*Last Name: SMITH
Middle Initial: A
*Branch Of Service: United States Air Force
*Personnel Status: Military
*Primary Phone Number: 478-225-2075
Secondary Phone Number: 478-397-1283
*Primary Email: tyrone.smith22@us.af.m
Secondary Email:
615 Maple Street
<< Previous
Next >>
Unclassified/FOUO-Privacy Act Applies

ustomer Conta… Information that will be valid before , during and after the move process:

Phone # and e-mail address

Counseling


DPS - Version 1.3.03.338 - 3 - Microsoft Internet Explorer
Defense Personal Property System (DPS)
Unclassified/FOUO-Privacy Act Applies
Home | Site Map | Version | Log Out
Customer Surveys | Forms | Rates | TSPQP Form History | Email Activities & Attachments | Email Center | Tracking | Counseling | Shipment Mgmt | Best Value Scoring | DPS User Satisfaction | Claims | Consignment Guide
Show: Counseling
Monday, April 20, 2009 2:50:52 PM
Reports
Queries:
HELP
Counselor Menu
Shipment Queue
People Finder
Order Finder
Counseling Menu
Customer Profile
Customer Information
Point of Contact
Customer's Orders
Enter Order Information
Useful Links
Limitations
Point of Contact
SDDC Manager: [Spencer, Christopher --]
Customer: [SMITH, TYRONE A -- United States Air Force -- 259417843]
Please identify at least one personal contact who will know how to reach the customer at origin,while in-transit, or at the new destination and would be willing to accept inquiries from the TSP if needed. You may also use this area to designate an individual to make decisions on the customers behalf (Power of Attorney /Letter of Authorization).
Please click on the Add Contact button to add additional contacts to your profile.
Action
Name
Phone
Email
Relationship
Sammy Shellman
770-267-8533
tyrone.smith22@robins.af.mil
Add Contact
<< Previous
Next >>
Unclassified/FOUO-Privacy Act Applies
Done
Internet
start
Address
Go
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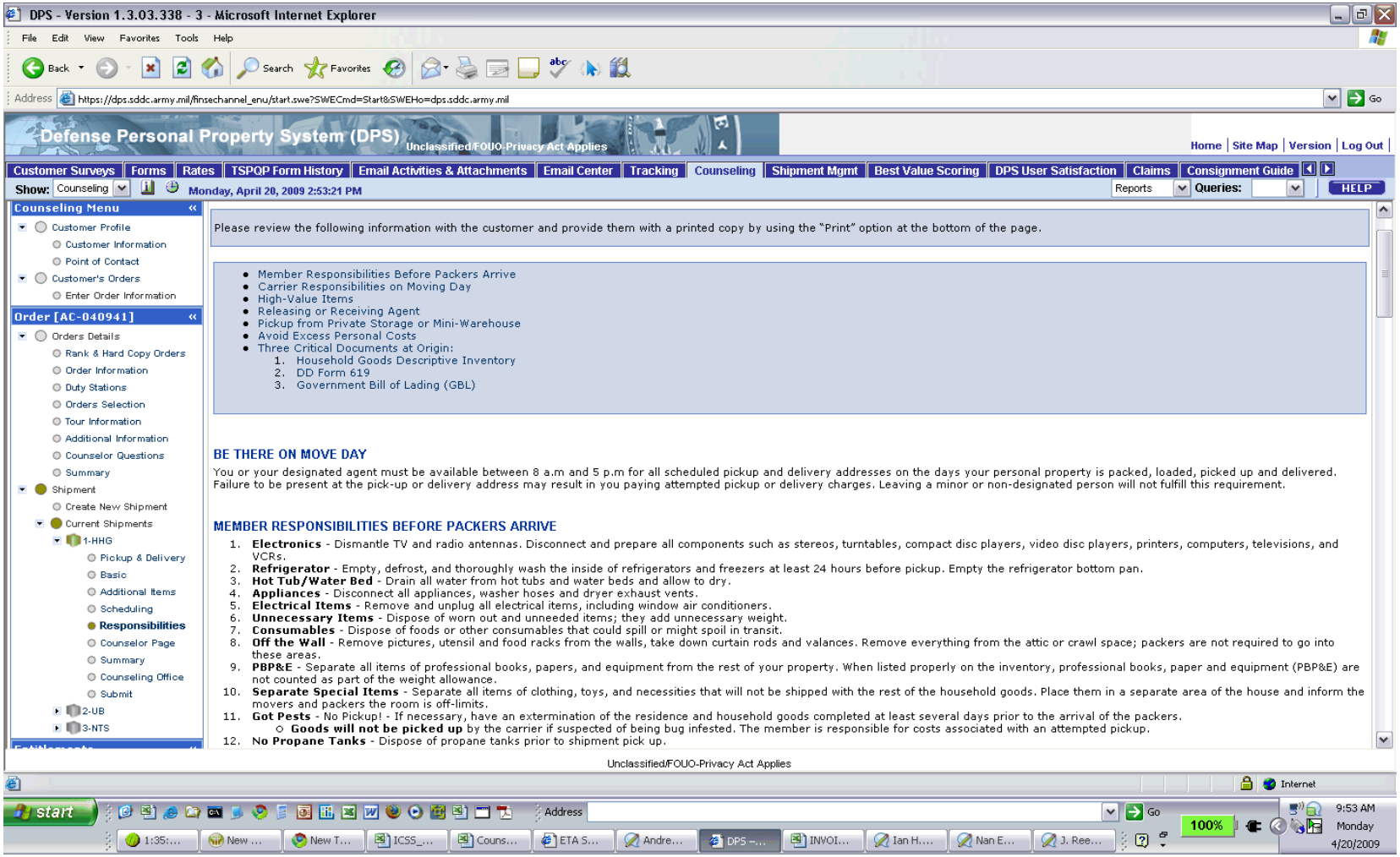
Monday
4/20/2009

Additional Points of Contact who will know how to reach the member : Phone # and E-mail address

Counseling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Customer Surveys | Forms | Rates | TSPQP Form History | Email Activities & Attachments | Email Center | Tracking | Counseling | Shipment Mgmt | Best Value Scoring | DPS User Satisfaction | Claims | Consignment Guide
Show: Counseling
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Reports
Queries:
HELP
Counseling Menu
Customer Profile
Customer Information
Point of Contact
Customer's Orders
Enter Order Information
Order [AC-040941]
Orders Details
Rank & Hard Copy Orders
Order Information
Duty Stations
Orders Selection
Tour Information
Additional Information
Counselor Questions
Summary
Shipment
Create New Shipment
Current Shipments
1-HHG
Pickup & Delivery
Basic
Additional Items
Scheduling
Responsibilities
Counselor Page
Summary
Counseling Office
Submit
2-UB
3-NTS
Please review the following information with the customer and provide them with a printed copy by using the "Print" option at the bottom of the page.
Member Responsibilities Before Packers Arrive
Carrier Responsibilities on Moving Day
High-Value Items
Releasing or Receiving Agent
Pickup from Private Storage or Mini-Warehouse
Avoid Excess Personal Costs
Three Critical Documents at Origin:
1. Household Goods Descriptive Inventory
2. DD Form 619
3. Government Bill of Lading (GBL)
BE THERE ON MOVE DAY
You or your designated agent must be available between 8 a.m and 5 p.m for all scheduled pickup and delivery addresses on the days your personal property is packed, loaded, picked up and delivered. Failure to be present at the pick-up or delivery address may result in you paying attempted pickup or delivery charges. Leaving a minor or non-designated person will not fulfill this requirement.
MEMBER RESPONSIBILITIES BEFORE PACKERS ARRIVE
1. Electronics - Dismantle TV and radio antennas. Disconnect and prepare all components such as stereos, turntables, compact disc players, video disc players, printers, computers, televisions, and VCRs.
2. Refrigerator - Empty, defrost, and thoroughly wash the inside of refrigerators and freezers at least 24 hours before pickup. Empty the refrigerator bottom pan.
3. Hot Tub/Water Bed - Drain all water from hot tubs and water beds and allow to dry.
4. Appliances - Disconnect all appliances, washer hoses and dryer exhaust vents.
5. Electrical Items - Remove and unplug all electrical items, including window air conditioners.
6. Unnecessary Items - Dispose of worn out and unneeded items; they add unnecessary weight.
7. Consumables - Dispose of foods or other consumables that could spill or might spoil in transit.
8. Off the Wall - Remove pictures, utensil and food racks from the walls, take down curtain rods and valances. Remove everything from the attic or crawl space; packers are not required to go into these areas.
9. PBP&E - Separate all items of professional books, papers, and equipment from the rest of your property. When listed properly on the inventory, professional books, paper and equipment (PBP&E) are not counted as part of the weight allowance.
10. Separate Special Items - Separate all items of clothing, toys, and necessities that will not be shipped with the rest of the household goods. Place them in a separate area of the house and inform the movers and packers the room is off-limits.
11. Got Pests - No Pickup! - If necessary, have an extermination of the residence and household goods completed at least several days prior to the arrival of the packers.
Goods will not be picked up by the carrier if suspected of being bug infested. The member is responsible for costs associated with an attempted pickup.
12. No Propane Tanks - Dispose of propane tanks prior to shipment pick up.
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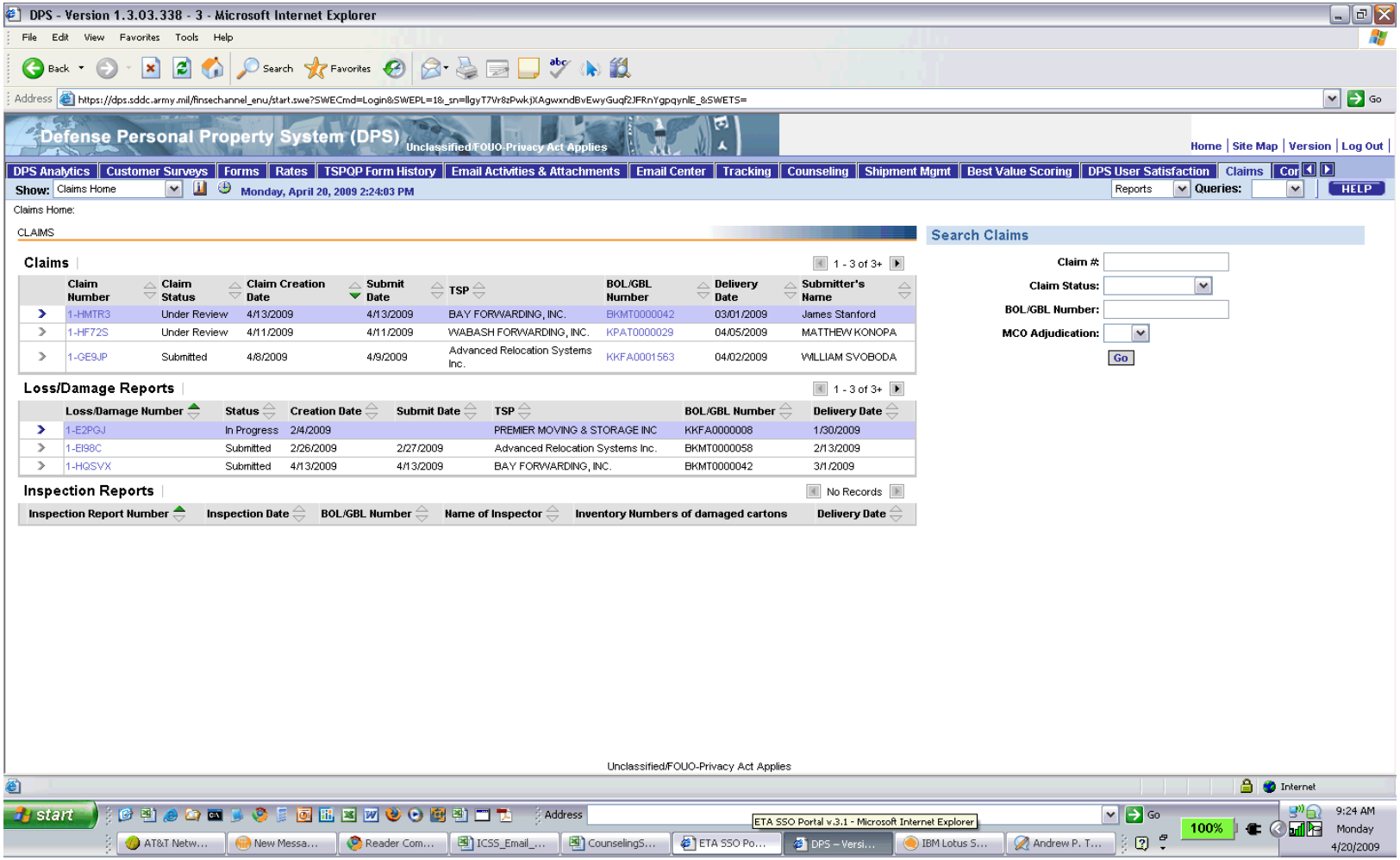
4/20/2009

Full Replacement Value

- Limits
  - Up to $5,000 per shipment, or
  - Maximum of $4.00 times either the net weight of the HHG shipment, or *gross weight* of the international unaccompanied baggage (UB) shipment, in pounds not to exceed $50,000.
- TSP's discretion
  - Must repair to condition at time of packing, or
  - Must replace with like item valued at FRV

Claims


DPS - Version 1.3.03.338 - 3 - Microsoft Internet Explorer
Defense Personal Property System (DPS)
Unclassified/FOUO-Privacy Act Applies
Home | Site Map | Version | Log Out
DPS Analytics | Customer Surveys | Forms | Rates | TSPOP Form History | Email Activities & Attachments | Email Center | Tracking | Counseling | Shipment Mgmt | Best Value Scoring | DPS User Satisfaction | Claims
Show: Claims Home
Monday, April 20, 2009 2:24:03 PM
Reports
Queries:
HELP
Claims Home:
CLAIMS
Claims
1 - 3 of 3+
Claim Number | Claim Status | Claim Creation Date | Submit Date | TSP | BOL/GBL Number | Delivery Date | Submitter's Name
1-HMTR3 | Under Review | 4/13/2009 | 4/13/2009 | BAY FORWARDING, INC. | BKMT0000042 | 03/01/2009 | James Stanford
1-HF72S | Under Review | 4/11/2009 | 4/11/2009 | WABASH FORWARDING, INC. | KPAT0000029 | 04/05/2009 | MATTHEW KONOPA
1-GE9JP | Submitted | 4/8/2009 | 4/9/2009 | Advanced Relocation Systems Inc. | KKFA0001563 | 04/02/2009 | WILLIAM SVOBODA
Loss/Damage Reports
1 - 3 of 3+
Loss/Damage Number | Status | Creation Date | Submit Date | TSP | BOL/GBL Number | Delivery Date
1-E2PGJ | In Progress | 2/4/2009 | PREMIER MOVING & STORAGE INC | KKFA0000008 | 1/30/2009
1-EI98C | Submitted | 2/26/2009 | 2/27/2009 | Advanced Relocation Systems Inc. | BKMT0000058 | 2/13/2009
1-HQSVX | Submitted | 4/13/2009 | 4/13/2009 | BAY FORWARDING, INC. | BKMT0000042 | 3/1/2009
Inspection Reports
No Records
Inspection Report Number | Inspection Date | BOL/GBL Number | Name of Inspector | Inventory Numbers of damaged cartons | Delivery Date
Search Claims
Claim #:
Claim Status:
BOL/GBL Number:
MCO Adjudication:
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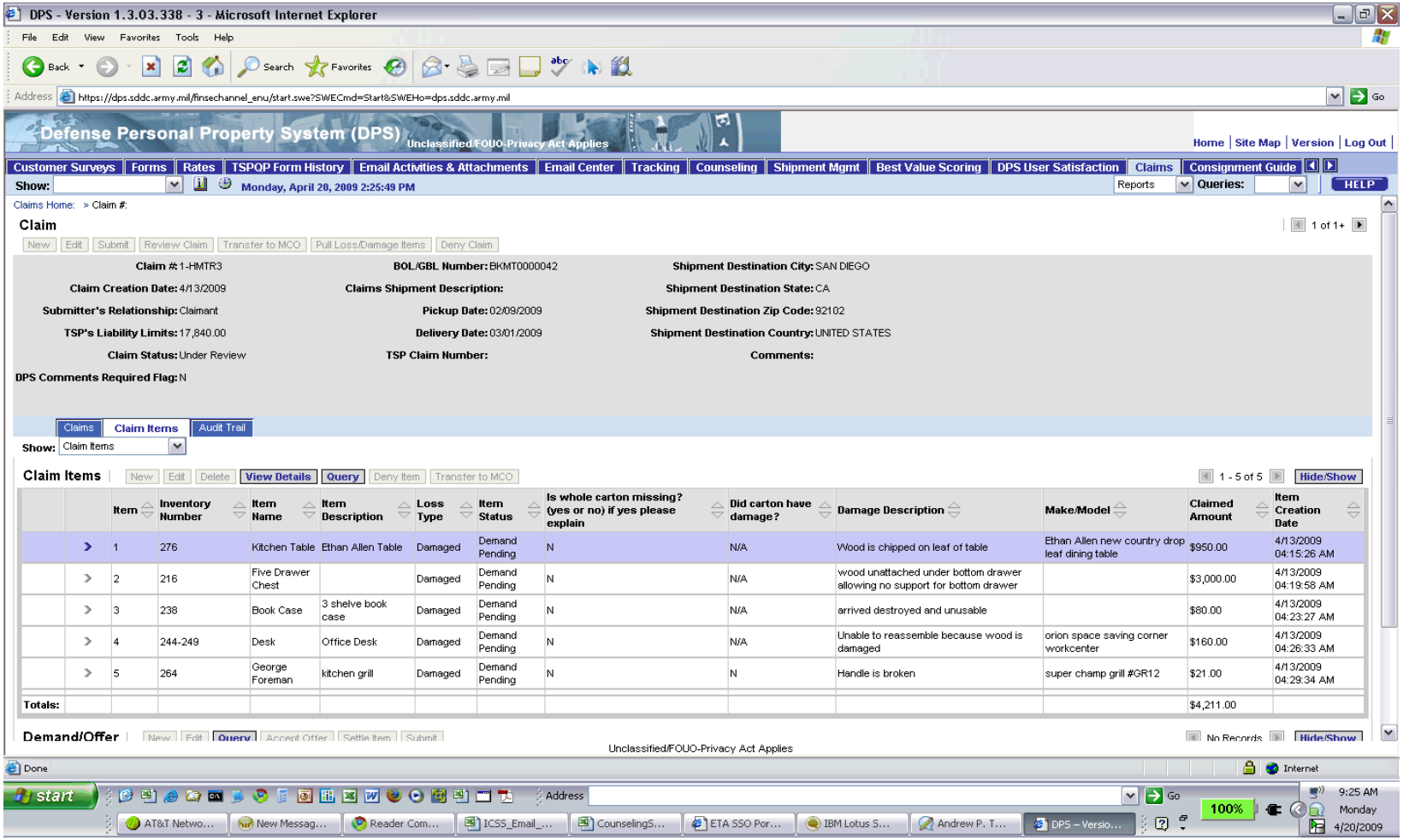
4/20/2009

Claims


DPS - Version 1.3.03.338 - 3 - Microsoft Internet Explorer
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Home | Site Map | Version | Log Out
Customer Surveys | Forms | Rates | TSPQP Form History | Email Activities & Attachments | Email Center | Tracking | Counseling | Shipment Mgmt | Best Value Scoring | DPS User Satisfaction | Claims | Consignment Guide
Monday, April 20, 2009 2:25:49 PM
Claims Home: » Claim #:
Claim
Claim #: 1-HMTR3
BOL/GBL Number: BKMT0000042
Shipment Destination City: SAN DIEGO
Claim Creation Date: 4/13/2009
Claims Shipment Description:
Shipment Destination State: CA
Submitter's Relationship: Claimant
Pickup Date: 02/09/2009
Shipment Destination Zip Code: 92102
TSP's Liability Limits: 17,840.00
Delivery Date: 03/01/2009
Shipment Destination Country: UNITED STATES
Claim Status: Under Review
TSP Claim Number:
Comments:
DPS Comments Required Flag: N
Claim Items
Item | Inventory Number | Item Name | Item Description | Loss Type | Item Status | Is whole carton missing? (yes or no) if yes please explain | Did carton have damage? | Damage Description | Make/Model | Claimed Amount | Item Creation Date
1 | 276 | Kitchen Table | Ethan Allen Table | Damaged | Demand Pending | N | N/A | Wood is chipped on leaf of table | Ethan Allen new country drop leaf dining table | $950.00 | 4/13/2009 04:15:26 AM
2 | 216 | Five Drawer Chest | | Damaged | Demand Pending | N | N/A | wood unattached under bottom drawer allowing no support for bottom drawer | | $3,000.00 | 4/13/2009 04:19:58 AM
3 | 238 | Book Case | 3 shelve book case | Damaged | Demand Pending | N | N/A | arrived destroyed and unusable | | $80.00 | 4/13/2009 04:23:27 AM
4 | 244-249 | Desk | Office Desk | Damaged | Demand Pending | N | N/A | Unable to reassemble because wood is damaged | orion space saving corner workcenter | $160.00 | 4/13/2009 04:26:33 AM
5 | 264 | George Foreman | kitchen grill | Damaged | Demand Pending | N | N | Handle is broken | super champ grill #GR12 | $21.00 | 4/13/2009 04:29:34 AM
Totals: $4,211.00
Demand/Offer
Unclassified/FOUO-Privacy Act Applies

Full Replacement Value (cont*)

- Customer
  - Must file directly with TSP (can use claims module in DPS)
  - Must file within 9 months of the delivery date
  - May transfer claim to MCO if after 30 days from filing claim
    - the TSP denies full claim, or
    - the TSP makes an offer that is not accepted by the customer
- FRV Guidelines on the SDDC website (Link at http://www.sddc.army.mil/Public/Personal%20Property/Full%20Replacement%20Value%20(FRV)?summary=fullcontent)

Defense Personal Property System (DPS)

- DPS Metrics as of 22 April 2009:
  - 105 GBLOCS (PPSOs) Participating
  - 16,820 Members Counseled
  - 10,159 Shipments Awarded
  - 1,194 Shipments Delivered
  - 1,024 Invoices Paid

On-Going Tasks To Complete DPS Capability Report

- DPS Release 1.3.04. OTO, MOTO, BOTO, Special Solicitations
- Code change to capture new requirement for Personally Procured Moves (PPM)
- Completion of excess cost estimation function—allows moves with multiple destinations, multiple shipments, unauthorized destinations, etc.
- New requirement for Joint Spouse Moves (2 Service Member Household)

Defense Personal Property Program (DPS)

- Joint Program Management Office Household Goods (JPMO-HHGS) Web-site:

  http://www.move.mil

Questions?